



# After-sales Retailer Support

## 2011-13 M35 Hybrid, 2014 Q50 Hybrid, & 2014-15 Q70 Hybrid

### Voluntary Safety Recall Campaigns

Reference: R1410, R1411, R1412

Date: September 25, 2014

**Attention: Retailer Principal, Sales, Parts and Service Managers**

**\*\*\*\*\* Retailer Announcement \*\*\*\*\***

Infiniti is conducting Safety Recall campaigns to proactively address potential drivability issues affecting certain specific Infiniti Q50 Hybrid and Infiniti M35/Q70 Hybrid vehicles. **A STOP SALE CONDITION IS IN EFFECT.** The specific campaigns are below:

- **R1410** – 2014 Q50/Q70 Hybrid Inverter Reprogram
- **R1411** – 2014 Q50/Q70 Hybrid Transmission Case Inspection
- **R1412** – 2011–13 M35 Hybrid, 2014 Q50 Hybrid, & 2014–15 Q70 Hybrid ECM Reprogram for Throttle Position Sensor (TPS) Function

**Hybrid Inverter Reprogram:**

On some of the affected vehicles, while the vehicle is in the EV mode, an error in the communication between the motor inverter and TCM may cause the electric motor to stop running. Infiniti will reprogram the hybrid system inverter to help prevent this from occurring.

**Transmission Case Inspection:**

Due to a supplier process issue that has since been corrected, a small number of Q50 and Q70 Hybrid vehicles have a crack in the front of the transmission case. Over time, this crack may propagate and could eventually result in transmission case fracture without significant warning to the driver, which could produce on-road debris.

**Engine Control Module (ECM) Reprogram:**

Infiniti will reprogram the ECM to address potential communication error between the ECM and the throttle position sensor when the vehicle is in "fail-safe" mode.

**IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.**

**A STOP SALE CONDITION IS IN EFFECT.**

**\*\*\*\*\* Parts Information \*\*\*\*\***

The majority of the repairs associated with these Voluntary Safety Recall Campaigns **will not** require parts.

The new software required to reprogram the Inverter and ECM Reprogram for Throttle Position Sensor (TPS) Function is available on ASIST using CONSULT-III.

**Transmission Case Inspection:**

Transmission failure rates associated with Voluntary Safety Recall Campaign R1411 are expected to be **very low**. Retailers will need to order the following Spot Check Kit to perform this Voluntary Safety Recall Campaign. One kit contains enough chemicals to inspect multiple vehicles. Refer to the Infiniti service bulletin information for additional usage information.

Part Number	Description
425-MSC62469317	Spot Check Kit

Kits can be ordered at [www.nissantechmate.com](http://www.nissantechmate.com) under the equipment tab, and search by part number.

**\*\*\*\*\* Parts Availability\*\*\*\*\***

Parts are not restricted and can be ordered normally through the parts ordering system.

**\*\*\*\*\* Repair Instructions \*\*\*\*\***

Infiniti has developed the following Campaign Bulletins containing instructions to perform these repairs as well as parts and claims information.

The information will be available on ASIST and NNAnet.com on September 25, 2014.

- ASIST
  - ITB14 -049 - Inverter Reprogram
  - ITB14 -050 - Transmission Case Inspection
  - ITB14 -048 - ECM Reprogram for Throttle Position Sensor (TPS) Function
- NNAnet.com under My Documents in the following categories:
  - Parts>Campaigns>
  - Sales>Campaigns
  - Service>Campaigns>
- Hint search on keywords:
  - R1410 - Inverter Reprogram
  - R1411 - Transmission Case Inspection
  - R1412 - ECM Reprogram for Throttle Position Sensor (TPS) Function

***\*Note: Certain vehicles will be affected by Inverter Reprogram, ECM Reprogram for Throttle Position Sensor (TPS) Function, and Transmission Case Inspection Voluntary Recall Campaigns. Retailers should address all applicable campaigns accordingly. A vehicle will have a maximum of 3 campaigns applicable (1 Inverter reprogram, 1 ECM Reprogram for Throttle Position Sensor (TPS) Function, and/or 1 Transmission Case Inspection).***

**\*\*\*\*\* Vehicle Identification \*\*\*\*\***

Vehicles subject to these voluntary safety recall campaigns can be identified as follows:

- Service Comm – Beginning September 25th, Retailer sales and service departments can complete an inquiry on Service Comm –I.D. **R1410, R1411 & R1412** – to determine if a vehicle is subject to these voluntary safety recall campaigns.
- VIN List – As a courtesy, posted with this announcement is a list of affected retailer inventory VINs by region, district, and Retailer Code.

**\*\*\*\*\* Retailer's Responsibility \*\*\*\*\***

It is the retailer's responsibility to check Service Comm using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of these voluntary safety recall campaigns which for any reason enter the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in retailer inventory. If a VIN subject to any of these voluntary safety recall campaigns was part of a retailer trade, the letter associated with that VIN should be forwarded to the appropriate retailer for service completion.

**\*\*\*\*\* Owner Notification \*\*\*\*\***

Infiniti will begin notifying clients with potentially affected vehicles in October, via U.S. Mail.

## FAQ – Inverter Reprogram:

**Q. Is this a safety recall?**

A. Yes.

**Q. What is the reason for this voluntary safety recall campaign?**

A. A software error can occur when the vehicle is operating in EV mode. The warning lamp will illuminate to warn the driver, however, the electric motor may stop running if the vehicle is operating in electric vehicle (EV) mode only. If the motor stops running while driving, it can increase the risk of a crash.

**Q. What will be the corrective action for this voluntary safety recall campaign?**

A. Infiniti retailers will reprogram the inverter with new software.

**Q. What model year vehicles are involved?**

A. MY 2014 Infiniti Q50 HEV and Q70 HEV vehicles.

**Q. How many vehicles are involved in the Inverter System Voluntary Safety Recall Campaign?**

A. A total of **5,831** vehicles are potentially affected in the regions identified below:

Region	Total
NNA	5,391
CAN	419
PRT	18
GUM	3
Total	5,831

**Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?**

A. No.

**Q. How long will the corrective action take?**

A. This service should take approximately 1 hour to complete, but your retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. Will a loaner vehicle be provided while the retailer is servicing the vehicle?**

A. Alternate transportation may be provided under Infiniti's Courtesy Vehicle Program while your vehicle is being serviced. This is subject to vehicle availability. Check with your retailer for availability and further details.

**Q. Is it safe to use my vehicle until the repairs can be made?**

A. Yes. However you should make arrangements to have your vehicle inspected and remedied as soon as possible.

#### **FAQ – Transmission Case Inspection:**

**Q. Is this a safety recall?**

A. Yes.

**Q. What is the reason for this voluntary safety recall campaign?**

A. Due to a supplier process issue that has since been corrected, a small number of Q50 and Q70 Hybrid vehicles have a crack in the front of the transmission case. Over time, this crack may propagate and could eventually result in transmission case fracture without significant warning to the driver, which could produce on-road debris.

**Q. What will be the corrective action for this voluntary safety recall campaign?**

A. Infiniti retailers will inspect the transmission case and replace transmission assembly if crack is found.

**Q. What model year vehicles are involved?**

A. MY 2014 Infiniti Q50 HEV and Q70 HEV vehicles.

**Q. How many vehicles are involved in the Transmission Case Voluntary Safety Recall Campaign?**

A. A total of **890** vehicles are potentially affected in the regions identified below:

Region	Total
NNA	814
CAN	73
PRT	2
GUM	1
Total	890

**Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?**

A. No.

**Q. How long will the corrective action take?**

A. This service should take approximately 1 hour to complete, but your retailer may require your vehicle for a longer period of time based upon their work schedule.

**Q. Will a loaner vehicle be provided while the retailer is servicing the vehicle?**

A. Alternate transportation may be provided under Infiniti's Courtesy Vehicle Program while your vehicle is being serviced. This is subject to vehicle availability. Check with your retailer for availability and further details.

**Q. Is it safe to use my vehicle until the repairs can be made?**

A. Yes. However you should make arrangements to have your vehicle inspected and remedied as soon as possible.

## FAQ – ECM Reprogram for Throttle Position Sensor (TPS) Function:

**Q. Is this a safety recall?**

**A. Yes.**

**Q. What is the reason for this voluntary safety recall campaign?**

**A.** In the subject vehicles, the Engine Control Module (ECM) is designed to go into fail-safe mode and partially close the electronic throttle chamber regardless of throttle position if it detects a signal interruption from either one of the two Throttle Position Sensors (TPS). Due to a programming error unique to the subject vehicles, if the TPS signal is recovered, the electronic throttle chamber may gradually open regardless of throttle position. If this rare condition occurs, it could result in gradual acceleration of the vehicle. This can be overcome by normal application of the brakes.

**Q. What will be the corrective action for this voluntary safety recall campaign?**

**A.** Infiniti retailers will reprogram the ECM with new software.

**Q. What model year vehicles are involved?**

**A.** MY 2011–13 M35 Hybrid, MY2014 Q50 Hybrid and MY2014–15 Q70 Hybrid Infiniti vehicles.

**Q. How many vehicles are involved in ECM Reprogram for Throttle Position Sensor (TPS) Function Voluntary Safety Recall Campaign?**

**A.** A total of **7,073** vehicles are potentially affected in the regions identified below:

Region	Total
NNA	6,531
CAN	511
PRT	24
GUM	7
Total	7,073

**Q. Are you experiencing this condition on any other Infiniti (or Nissan) models?**

**A. No.**

**Q. How long will the corrective action take?**

**A. This enhancement should take approximately 1 hour to complete, but your retailer may require your vehicle for a longer period of time based upon their work schedule.**

**Q. Will a loaner vehicle be provided while the retailer is servicing the vehicle?**

**A. Alternate transportation may be provided under Infiniti's Courtesy Vehicle Program while your vehicle is being serviced. This is subject to vehicle availability. Check with your retailer for availability and further details.**

**Q. Is it safe to use my vehicle until the repairs can be made?**

**A. Yes. However you should make arrangements to have your vehicle inspected and remedied as soon as possible.**